CLAIMS

What is claimed is:

1   1.   A method of using a telephone identifying information to present information over

2   a telephone interface using a first computer, the method comprising:

3   selecting at least one voice character setting based on the telephone identifying

4   information; and

5   presenting information according to the at least one voice character setting over the

6   telephone interface using the first computer.

1   2.   The method of claim 1, wherein the voice character comprises a dialect of

2   American English selected from a set of dialects including North Central, Inland North,

3   Eastern New England, New York City, Philadelphia, Western New England, Southern,

4   Southern Midland, Coastal Southeast, Northern Midland, Southern Midland, and Western.

1   3.   The method of claim 2, wherein the telephone identifying information is used to

2   identify a locale, the locale having a corresponding dialect in the set of dialects, and the

3   voice character comprises the corresponding dialect in the set of dialects.

1   4.   The method of claim 2, wherein the telephone identifying information is associated

2   with a preferred dialect in the set of dialects, and wherein the voice character comprises

3   the corresponding dialect in the set of dialects.

1   5.   The method of claim 1, wherein the voice character comprises a particular voice

2   actor.

1   6.   The method of claim 1, wherein the voice character comprises one of a male voice

2   and a female voice.

1   7.   The method of claim 1, wherein the telephone identifying information indicating at

2   least one of a hospital and a nursing home, and the voice character comprising a high

3   volume setting and a slower speech pattern.

1   8.   A computer system supporting user personalized profiles using a telephone

2   identifying information, a telephone interface, and an Internet interface, the computer

3   system comprising:

4   a database including personalization profiles for a plurality of users, each profile

5   defining preferences for a corresponding user, each personalization profile for

6   personalizing a corresponding user's interactions with the computer system,

7   each personalization profile indicating a voice character;

8   a server supporting the Internet interface, the server allowing access to, and

9   modification of, the personalization profiles by the corresponding users;

10   a telephone interface subsystem supporting the telephone interface to receive the

11   telephone identifying information, the telephone interface including a first

12   program code to match the telephone identifying information with a

13   corresponding personalization profile, the telephone interface also including a

14   second program code to provide personalized content over the telephone

15   interface to a user in the corresponding voice character indicated in

16   personalization profile.

1   9.   The computer system of claim 8, the voice character at least one of user chosen

2   and system default, and wherein if the voice character for a user is system default, using a

3   locale corresponding to the telephone identifying information to select a voice character.

1   10.   The computer system of claim 8, wherein the telephone identifying information

2   includes caller number identifications (CIDs), wherein the CIDs are used by the first

3   program code to perform matching of calls to personalization profiles.

1   11.   The computer system of claim 8, wherein the server includes a web server for

2   presenting customized interfaces to users to access and modify the personalization

3   profiles.

1   12.   The computer system of claim 8, wherein the telephone interface subsystem

2   includes a call manager, the call manager supporting multiple simultaneous telephone calls

3   over the telephone interface.

1   13.   A computer system having user personalized profiles using telephone identifying

2   information, a telephone interface, and the Internet, the computer system comprising:

3   a first means for providing Internet access to a plurality of user profiles indicating

4   a voice character;

5   a second means for modifying a user profile in response to receiving user specified

6   profile modification instructions from the first means;

7   a third means for receiving at least one telephone identifying information from a

8   telephone call;

9   a fourth means for matching the user profile with at least one telephone identifying

10   information; and

a fifth means for presenting customized audio content to the telephone call, the customized audio content being at least partially determined by the user profile and presented according to the indicated voice character.